

## Guidelines

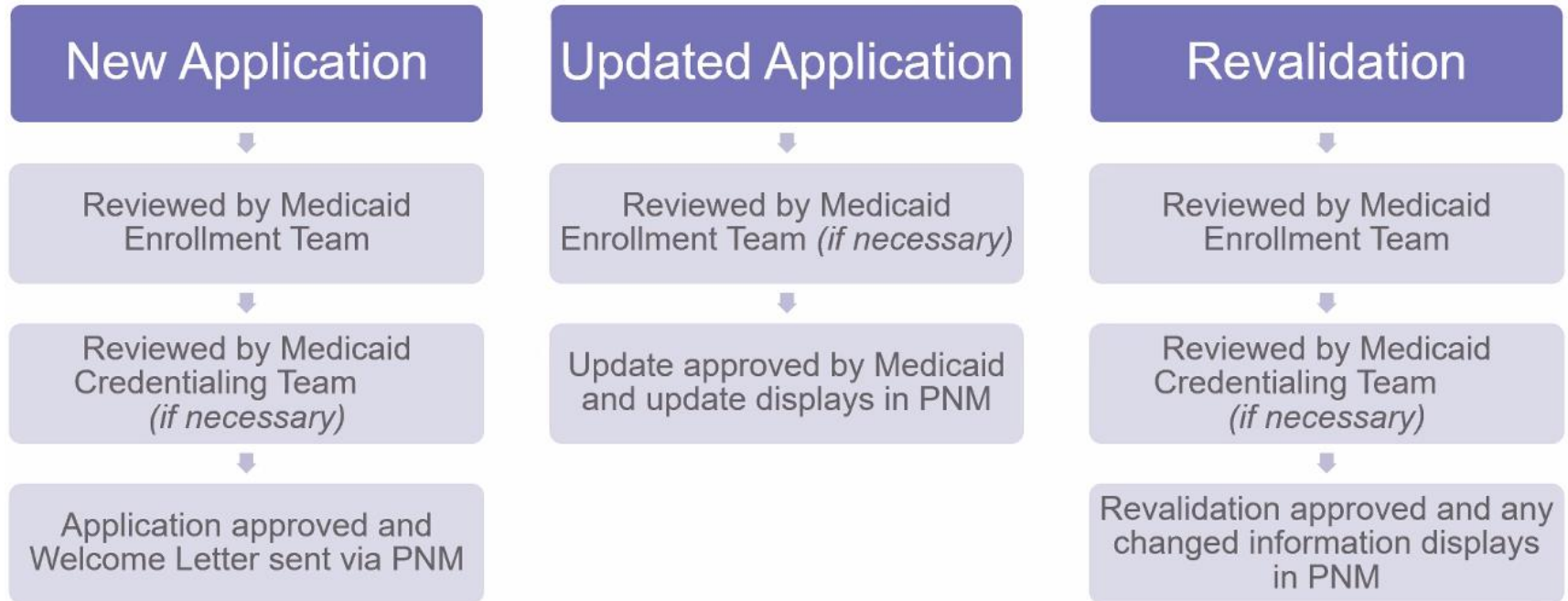
### Enrollment

- Only one Provider Type can be associated with a provider record
- Some changes to a provider record may cause an update to be made where specialties are changed or replaced
  - Example: Adding a QMHS Specialty
- Some changes to a provider record may cause a new application to be submitted to Ohio Medicaid
  - Example: Changing from a Paraprofessional (96) to a Social Worker (37)
  - If a new application needs to be submitted for a provider who is already enrolled in Medicaid, the 'current' record must be disenrolled first
  - Disenrollment must be approved by ODM prior to submitting application for the new provider type
- Cannot backdate prior to licensing & NPI enumeration date
- If an individual practitioner is leaving your organization, please do not disenroll as an Ohio Medicaid provider
  - To 'unaffiliate' them, just enter an end date for the practitioner on the affiliations page

### **Weekly CBHC Provider Type 84 and 95 Files**

- Reports are run from MITS for informational purposes regarding practitioner affiliations with Behavioral Health agencies
- Information entered into the PNM is transferred into MITS
  - Due to connectivity issues between the PNM System and MITS portal, information contained in the CBHC reports has been inaccurate at times
  - A fix was deployed into PNM on Saturday, 12/10 to resolve these connectivity issues
- Since the CBHC reports are for BH Agency "informational purposes," the data contained in the reports does not impact claims adjudication

## Workflows



\*Reviews of new applications, updates, and revalidations may take up to 30 days, depending on different reviews that need to be completed

## Adding Specialties/Changing Prov Type

### Existing/Approved Provider When to complete an update

- There may be instances where a new specialty needs to be added to an existing provider
  - An example of this would be adding a specialty under the same discipline/Provider Type
    - For instance, adding a new paraprofessional specialty to a provider who is already enrolled as a paraprofessional
- This process would be completed through an update process in PNM

### Existing/Approved Provider When to complete an update

- There may be instances where a current provider may need to add a specialty that is not under their current discipline/scope
  - An example of this would be if a Chemical Dependency Professional wanted to add a Paraprofessional (QMHS) specialty to their CDCA Medicaid ID
  - In this instance the provider would need to send a request to the Provider Enrollment mailbox at: [Medicaid\\_Provider\\_Update@medicaid.ohio.gov](mailto:Medicaid_Provider_Update@medicaid.ohio.gov)
  - In that request the provider would want to provide their name, NPI and/or Medicaid ID along with a description of the request and supporting documentation

## Submitting Update to Provider File

Scenario	Requires Screening	Requires Review
Change in Provider Name	Yes	Yes
Change in Ownership	Yes	Yes
Practice Location (Moderate/High Risk)	Yes	Yes
Add Initial Services (Multi-Agency)	Yes	Yes
Adding Specialties	No	Yes
Updating Affiliations	No	No
Other Address Screens	No	No
Primary Contact Information	No	No
Updates to Required Documents (W9 Form)	No	No
Professional Licenses (In State)	No (automatic call with e-license)	No
Professional Licenses (Out of State)	Yes	Yes
Taxonomies	No	No
Medicare Number	No	No
Board Certifications	No	No
MCP Affiliation (Interest)	No	No
DEA/CDS	No	No
Work History	No	No
Education and Training	No	No
Credentialing Contact	No	No
Malpractice Claims History	No	No
CLIA Certifications	No	No
Provider Agreement	No	No
DME Information	No	No

# Registration Status



Reg ID	Provider	Status	Provider Type	NPI	Medicaid ID	Specialty	DD Contract Number	DD Facility Number	Location	Effective Date	Submit Date	Revalidation Due Date
517946	<a href="#">Training Medical Group</a>	Complete	21 - Professional Medical Group	1245685009	9999876	Professional Medical Group				02/09/22	02/09/22	02/09/27
517947	<a href="#">John Trainer</a>	Denied	42 - PSYCHOLOGY	1699770990		LICENSED PSYCHOLOGI					02/14/22	02/28/22
517948	<a href="#">Test Training</a>	Not Submitted	37 - SOCIAL WORK	1821205840								

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- Status updates for an application are found on the provider dashboard under the 'Status' column
- If you are the Provider Administrator or an Agent, set up by the Provider Administrator, you will be able to see the status on the dashboard
- For new enrollment applications, statuses will change as processes are completed during the review process



## Registration Status

- **Not Submitted:** Provider data entry required; application has not been sent for review
- **Submitted:** Application submitted to ODM for enrollment review
- **Approved:** Application approved for initial enrollment, other workflows (credentialing, site visit) may still need review
- **Denied:** ODM has denied the application (initial applications only)
- **Return to Provider:** Application has been returned to the provider to act/correct data
- **Terminated:** ODM has denied this application (existing active provider) resulting in termination
- **Inactive:** The provider is no longer active with Ohio Medicaid
- **Complete:** Application has been approved and is no longer in an active workflow (*Med ID appears*)

Ohio		Department of Medicaid			Provider Network
My Providers		Pending Agent Requests		Account Administration	
Reg ID	Provider	Status	Provider Type	NPI	
<input type="text"/>	<input type="text"/>	All	<input type="text"/>	<input type="text"/>	
<a href="#">517946</a>	<a href="#">Training Medical Group</a>	Complete	21 - Professional Medical Group	1245585009	
<a href="#">517947</a>	<a href="#">John Trainer</a>	Denied	42 - PSYCHOLOGY	1699770990	
<a href="#">517948</a>	<a href="#">Test Training</a>	Not Submitted	37 - SOCIAL WORK	1821205840	

## Application Status

### My Current and Previous Applications

Reg ID	Enrollment Action	Program	Application Id	PNM Application Status	Other Agency Application Status	DD Legal Status	Status Date
517946	Application Flow - Standard - UPDATE REGISTRATION	Medicaid	606390	NOT PROCESSED			10/03/22

- The application status appears on the Provider Management Home Page
  - This page is accessed by clicking on the Reg ID or Provider name hyperlink on your dashboard
- At the bottom of the page, the My Current and Previous Application section displays listing applications submitted
  - Example: Application Updates, Revalidation, etc.
- **Accepted:** Application has been reviewed/processed
- **Denied:** Application has been denied (*will show 'Cancel' if cancelled*)
- **Not Processed:** Application has not completed all reviews in the workflow



## Contact Information

- If you need assistance or run into issues when using PNM, please reach out to the following:



### ODM Integrated Help Desk

**1-800-686-1516**

PNM Assistance/Error Messages: *Option 2 followed by Option 3*

Ohio Medicaid Enrollment/Credentialing Questions: *Option 2 followed by Option 2*



### Email

ODM Integrated Help Desk: **ihd@medicaid.ohio.gov**

PNM Assistance/Error Messages: **pnmsupport@medicaid.ohio.gov**

Ohio Medicaid Credentialing Questions : **credentialing@medicaid.ohio.gov**

Help Locating Training Materials/LMS: **ohiotrainingteam@maximus.com**